



What is Root Cause Analysis?



Root Cause Analysis:

a technique to determine the underlying cause of issues and identify where the problem originated





THEFIVE WHYS

The Five Whys

requires that you analyze why a given issue is happening



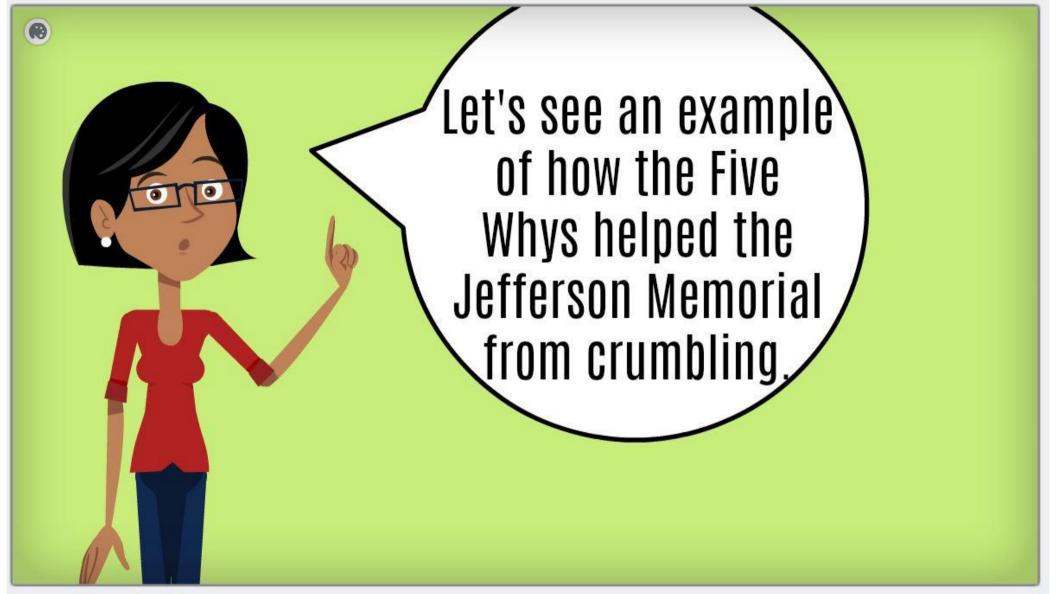
Begin by simply asking



Continue to ask "Why?" until the **ROOT CAUSE** is determined

Why?

Why?











Identify your issue statement

Issue Statement:

The memorial is crumbling

Why?

Too many washings why?

Why?

Why?

Why?

"Why" do we think it's crumbling



(8)

Root Cause

Issue Statement:

The memorial is crumbling

Why?

Too many washings

Why?

Why?

Why?

Why?

So then we ask. "Why are there so many washings?"

Issue Statement:

The memorial is crumbling

Why?

Too many washings

Why?

Why?

Why?

Why?

That's because there is a lot of bird waste!

Issue Statement:

The memorial is crumbling

Why?

Too many washings

Why?

To remove bird waste

Why?

Why?

Why?

So then, why is there too much bird waste?



Issue Statement:

The memorial is crumbling

Why?

Too many washings

Why?

To remove bird waste

Why?

Why?

Why?

Because there is a large spider population for the birds to eat!

Issue Statement:

The memorial is crumbling

Why?

Too many washings

Why?

To remove bird waste

Why?

Too many spiders why?

Why?

Okay, good... So then why is there a large spider population?





Issue Statement:

The memorial is crumbling

Why?

Too many washings

Why?

To remove bird waste

Why?

Too many spiders why?

Why?

Probably because the memorial has a lot of midges for the spiders to eat

Issue Statement:

The memorial is crumbling

Why?

Too many washings

Why?

To remove bird waste

Why?

Too many spiders

Why?

Midge population

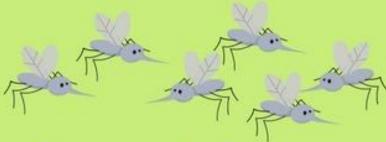
Why?

So then why is there a large midge population?



Well...





the midges are attracted to the memorial lights!

Issue Statement:

The memorial is crumbling

Why?

Too many washings Why?

To remove bird waste

Why?

Too many spiders

Why?

Midge population

Why? Lights attract midges

So then the last "why?" is the memorial "ights!





So there's your Root Cause!



Now, think about solutions!



The lights are turned on BEFORE dusk...

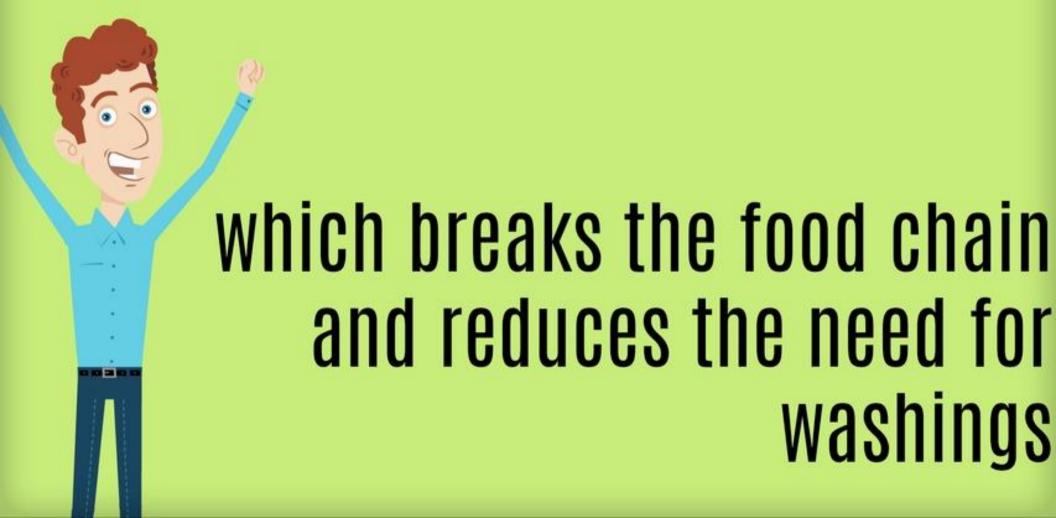


...so turning on the lights AFTER dusk would no longer attract as many midges





There are now fewer midges at the memorial,



HAD YOU STOPPED ASKING "WHY?"...

You may have not addressed the true

ROOT CAUSE

The "solution" may have been more labor intensive and costly, like bird removal...







...or it may not have worked at all

Issue Statement:

Why?

Why?

Why?

Why?

Why?

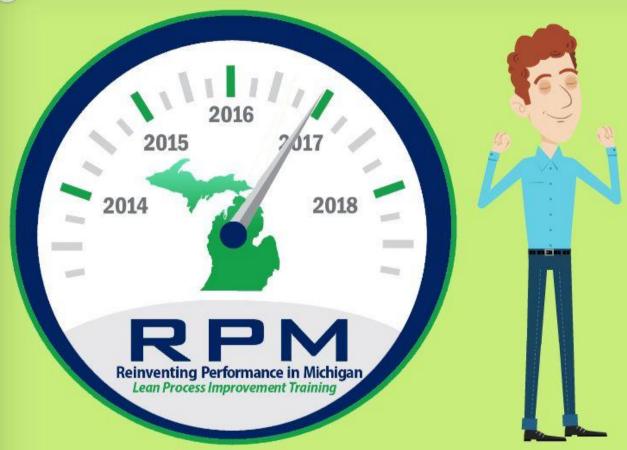
Generally, this is why the "Five Whys" is recommended to get to the true root cause

With this tool,

you can determine the true Root Cause to solve any issue!







Click below for the module review!

THE INTENDED AUDIENCE FOR THIS MODULE IS STATE OF MICHIGAN EMPLOYEES ONLY AND THE USE OF THIS MATERIAL IS THE SOLE RESPONSIBILITY OF THE AUDIENCE